

INTERNET ACCESS TO TELECOMMUNICATIONS RELAY SERVICE

Abstract

A method and a system that will allow a hearing impaired person to access a TRS (Telecommunications Relay Service) center via an Internet terminal on the World Wide Web instead of using a TTY device on the telephone network. The present invention represents a modification or add-on to the methodology and systems currently employed by TRS centers throughout the country.

Therefore, a TRS center will be able to handle operator assisted relayed telephone calls both using the present POTS (Plain Old Telephone Service) and the World Wide Web. Additional equipment will be required for a center to implement the present invention, said equipment comprising a TRS Packet Server and a router connected to the internet. When a hearing impaired customer wishes to place a call, secured communication is first established over the internet with a Nationwide TRS Routing Server. The Nationwide Routing server then finds a TRS center to handle the call. Once the center has been selected and an operator from that center has been assigned to the customer, further communications from the

customer is directly with the TRS Center. A relayed telephone call is handled by the hearing impaired customer using received and transmitted text in an internet chat window where the customer and the operator type their respective conversation. The same relayed telephone call with the hearing party is handled by voice conversation with the operator.